



Narrative techniques in practice

Wednesday 15th February, 2006 | Copthorne Harbour City, Auckland

Thursday 16th February, 2006 | THINKTANKZ, Wellington

These one-day workshops will provide you with a set of practical skills that will enable you to design and implement projects based on the collection and interpretation of your organisation's stories.



“If stories are powerful, and if stories are going to be told—true and false, official and underground, flattering and humiliating—then leaders and managers need to be a part of the process.”

Tom Stewart, *editor,*
Harvard Business Review

WHO SHOULD ATTEND?

Narrative is ideal for revealing the rich complexities which emerge when people interact. Anyone involved in addressing the following types of issues will gain value from this workshop:

- culture change;
- trust;
- change management;
- mergers and acquisitions;
- capturing the knowledge of retiring employees;
- capturing lessons from projects;
- occupational health and safety; and
- risk management.

PRACTICAL AND HANDS-ON

This is not a workshop that deals with how to construct better stories to improve corporate communications. Rather, it **focuses on collecting stories currently being told** in your organisation. **These stories provide insight** which is unavailable through traditional analytical approaches. From this basis, innovative solutions can be designed.

Narrative techniques require practice, and are not something you can learn in theory. You must have practical, hands-on experience.

This workshop provides **opportunities for you to use the techniques** with other workshop participants, thus providing you with first-hand experience. After the workshop, participants will have **access to an online forum** to share what they have learned when they apply the techniques at work. It is also **a great place to ask questions** in context of the real issues that arise in practice.

In this workshop **you will learn a range of techniques**. These will enable you to elicit anecdotes, to use these anecdotes to **make sense of complex issues**, and, utilising this understanding, to design interventions based on **ideas derived from the science of complexity**.

WHAT ATTENDEES HAVE HAD TO SAY

“Indeed the very practical nature of this workshop is its greatest strength.”

“Shawn has a most honest, open, and engaging approach which is what is shown to work best with this technique and creates an enjoyable workshop.”

“The workshop covered a lot of territory in a way that combined analytical rigour with a clear and informal delivery. I recommend it without reservation.”

5 THINGS YOU’LL BE ABLE TO PUT INTO PRACTICE

- How to craft anecdote eliciting questions which generate a wealth of rich anecdotes.
- How to run anecdote circles without turning them into traditional question and answer sessions.
- How to extract anecdotes from transcripts and prepare your anecdote base for a rich workshop experience.
- How to extract values, themes, and archetypes from your organisation’s stories and understand the nature of the issues you are facing.
- How to design interventions that account for the complex nature of challenges such as trust, leadership, innovation, and staff morale.

FPO (the Future of People and Organisations Group) exists to support organisations develop and apply ingenious approaches to mastering complexity.

The organisations FPO contributes to may be in transition, responding to external challenges, or trying to develop sustainable capability. FPO aims to contribute to leadership and effective decision making in organisations facing such complex demands.

We bring a range of experience to organisations. We apply this to help organisations develop the capability of their people, and ensure that the organisation develops as it negotiates complex challenges.

Typical FPO work includes using narrative approaches to help clients with challenges such as:

- Identifying the successful way forward for a major ICT business after merger
- Clarifying the employment brand of a significant law firm and a leading health services provider

FPO is pleased to collaborate with Anecdote Pty Ltd to deliver this workshop in New Zealand.

anecdote®



YOUR FACILITATORS



SHAWN CALLAHAN - AUCKLAND/WELLINGTON

Shawn is one of Australia's most experienced narrative practitioners with more than 5 years of hands-on experience in conducting narrative projects and over 15 years as a consultant and researcher.

These projects have tackled a variety of seemingly intractable issues—such as trust, understanding the cash economy, and workplace safety. Shawn is the former knowledge-management practice leader for IBM Australia and regional leader of IBM's Cynefin Centre.

Shawn has had papers published in *Knowledge Management* and *HR Monthly*, and has recently had a book chapter published on the topic of communities of practice. Shawn's views on complexity, narrative, and knowledge are posted frequently at www.anecdote.com.au.



STEWART FORSYTH - AUCKLAND

Stewart brings skills as an industrial psychologist, HR consultant, and trainer to the use of narrative approaches. He has contributed to appreciative inquiry initiatives and used anecdotes and sense-making approaches to help an organisation better understand their employment brand.



MARY-ALICE ARTHUR - WELLINGTON

Mary-Alice is a leading proponent of narrative practice in New Zealand. A highly respected facilitator, she is also an associate of the Cynefin Centre and an Appreciative Inquiry practitioner. She has used narrative methodology in a wide variety of applications including a merger, culture and team development, and for establishing the employee value proposition for recruitment.

VENUES



AUCKLAND - WEDNESDAY 15TH FEBRUARY, 2006

The workshop will be held in Room Copthorne 1, Copthorne Harbour City, 196-200 Quay St (between PwC building and Viaduct Harbour). Phone: +64 (0)9 377 0349. Parking is available in the Downtown carpark (off Custom Street). Earlybird (\$12) parking before 9.00am.

WELLINGTON - THURSDAY 16TH FEBRUARY, 2006

The workshop will be held at THINKTANKZ, 3rd floor, 25-27 Vivian St, Te Aro, Wellington. Phone: +64 (0)4 801 6378. All day parking is available in the Wilson carpark on Tory St (from \$9.00).

REGISTRATION DETAILS

Introduction to Narrative Techniques

Auckland: Wednesday 15th February, 2006

Wellington: Thursday 16th February, 2006

Name: _____

Position: _____

Organisation: _____

Address: _____

Phone: _____

Fax: _____

Email: _____

Special dietary requirements: _____

Enclosed is my fee of: **\$875.00*** (includes GST)

I am paying by:

cheque (payable to FPO Group Ltd)

Please provide separate invoice

*Note: 10% discount for 2+ registrations

Send to: FPO Group Ltd. 

PO Box 78349, Grey Lynn
Auckland 1030

Phone: +64 (0)9 378 9299

Fax: +64 (0)9 378 1778

Email: stewart@fxc.co.nz

SEMINAR DETAILS

Arrive 8:30am for 9.00am start. Finishes at 5.00pm.

The registration fee includes full documentation, morning tea, lunch, and afternoon tea on the day.

Your registration is confirmed only after full payment has been received.

Workshop numbers are strictly limited to 25 places, allocated as payments are received.

PLEASE NOTE

If cancellations are made 7-30 days before the event, a 20% cancellation fee will apply; if cancellations are received less than 7 days before the event, no refund is payable.

Cancellations must be received in writing.

You are welcome to provide a substitute if you are unable to attend.

FPO Group is not liable if circumstances outside our control force us to cancel or reschedule this event.